

NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY
Information Technology Job Family
Technology & Support Specialist Competencies

Description of Work: This is advanced work in providing consultation, support, and/or training for technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires an in-depth understanding of a wide variety of technologies to effectively support end-users and provide guidance to others. These employees may participate in applications development, system integration and networking activities. This work requires very strong communication skills, an ability to effectively interact with a broad range of end-users and others, as well as an ability to use a variety of resources for providing support. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

Functional Competencies	Contributing	Journey	Advanced
<i>Planning and Organizing</i>	Works independently on tasks, developing own work schedule and monitoring progress against defined parameters.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision. Plans and organizes the day-to-day work of others.	Independently manages project timelines, resources, staff and leads implementation efforts. Develops and leads the work unit.
<i>Project Management</i>	Leads projects of medium complexity. Develops project plan, manages milestones and drives project forward. Accountable for keeping project on track. Anticipates project problems and leads collaboration to avoid or manage problems.	Leads complex projects involving multiple staff across specialty areas.	Manages complex projects that have high impact. Projects often involve significant changes to infrastructure or involve the implementation of emerging technology.
<i>Technical Knowledge</i>	Exhibits advanced knowledge of specialty area demonstrated by an understanding of and applies the relevant principles and terminology.	Exhibits comprehensive knowledge of the specialty area demonstrated by an understanding and use of the relevant principles, theories and practices.	Exhibits expert knowledge of the work specialty demonstrated by an in-depth understanding and use of advanced principles, theories and practices.
<i>Technical Solution Development</i>	Works with own specialty with ability to integrate and coordinate elements within that specialty. Applies standard and nonstandard technology and explores and adapts changing technologies. Independently applies judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of high complexity. Investigates, researches and implements new technologies in specialty or related area.	Demonstrates substantial knowledge of other work specialties with the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Develops highly complex information technology systems. Recommends information technology solutions of a complex nature. Leads technical and complex assignments.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

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<i>Technical Support</i>	Serves as a technical expert. Uses detailed understanding of technical issues and theories to provide direction for technical staff.	Frequently works at high technical level. Uses detailed understanding of technical issues to design architecture for stable technologies.	Makes decisions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
<i>Consultancy Skills</i>	Provides consultation on issues and requests from customers that require complex and/or custom solutions. Consults with senior level decision makers to discuss alternative technical solutions.	Consultants with senior level decision makers, on an on-going basis to develop long range strategy.	Regularly provides expertise and consulting.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a two year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four year college or university and one year experience in the information technology field related to the position's role; or graduation from a four year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year-for-year for the required education.

Degrees must be received from appropriately accredited institutions.

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